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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/745,305	
	Filing Date	December 21, 2000	
	First Named Inventor	Peter Tavernese, Jr.	
	Art Unit	2642	
	Examiner Name	Nguyen, Q.H.	
Total Number of Pages in This Submission	9	Attorney Docket Number	103180-45024

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Firm or Individual	Boris A. Matvienko, 48,165; Gibbons, Del Deo, Dolan, Griffinger & Vecchione, PC
Signature	<i>[Handwritten Signature]</i>
Date	October 2, 2003

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr.

Examiner: Nguyen, Q.H.

Serial No.: 09/745,305

Group Art Unit: 2642

Filed: December 21, 2000

Confirmation No.: 2060

Attorney Docket No.: 103180-45024

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION
WITH CUSTOMER SERVICE AGENTS**

Commissioner for Patents
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RESPONSE UNDER 37 C.F.R. § 1.111

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